

04/10/2007 01:21 PM

Bob,

Thank you for letting me share and provide input to this subject.

In reviewing the email forwarded to me originated from Scot Chang re Microfilm workflow and TG, I would like to correct a misconception that has come up by him before. Let me reiterate that The Lange Group is in no way affiliated with, or has ever been affiliated with (including client relationships) with Title Guaranty. Furthermore, we are software and maintenance consultants to the BOC and our primary responsibility is to the success of the BOC. We are passionate about this. Our goal is to help the BOC, and have worked with many 3rd parties (such as TG) who offer products and services that benefit the BOC, at the request and approval of the BOC.

Regarding the Rescan of Images:

Alfred from DataTrace, one of the paid subscribers noticed that a document that was rescanned did not appear in the FTP of nightly images. Iris researched the workflow and found that for this RESCANED document (i.e. image correction), if the Scanners "package" (prepare the newly scanned & rescanned documents into microfilm roll files) the same day, it is removed from the directory that the FTP program looks at to copy it to the FTP PC (Scot calls it TG's proprietary PC) which paid subscribers pickup images from that night. She advised Valerie (Scanner Supervisor) about the issue. Valerie mentioned that they normally hold re-scan documents till they can make a batch of 25 documents and will package the next day. This by all means does not hold up scanning or change the way they rescan documents. Only the way they roll out to microfilm. Images that are scanned, including re-scans are available to the BOC workflow almost immediately, by the Kofax Release PC (in the back room), not by the FTP PC. Holding the "packaging" of microfilm rolls should in no way affect the scanning and indexing of documents workflow.

Regarding the FTP PC:

Although TG was generous enough to provide (I believe they donated) the PC and wrote the FTP program that reads the BOC's Microfilm PC nightly and copies daily scanned images to the FTP Image PC, this PC is shared by paid subscribers who have paid BOC for what is known as "unaudited" images (prior to Indexing & LCATS review). These images are from the daily scans, and the immediateness helps the Title & related industries (attorneys etc.) obtain documents in a timely manner. Neither TG nor The Lange Group control who accesses these images. It is controlled through written procedures by BOC to DLNR-DPO. Alan Smith from DPO can provide a list of paid subscribers who are allowed to access the FTP Image PC. BOC Cashiers can provide a list of the paid subscribers and the amounts they pay.

I hope to answer any other questions you or the BOC staff may have in our conference at 2:00pm today.

Thank you,
Nani Lindsey
The Lange Group

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